

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2025**

DIRECTOR, STUDENT FINANCIAL SERVICES

FLSA STATUS: EXEMPT - PAY GRADE: 26-A

JOB FAMILY: FISCAL SERVICES JOB FUNCTION: BUSINESS SERVICES

GENERAL STATEMENT OF JOB

The Director of Student Financial Services (SFS) provides strategic, operational, and visionary leadership for the College's student financial operations, ensuring efficient, accurate, and compliant management of billing, collections, cashiering, refunds, and student account processes. This position oversees student billing, collections, refunds, cashiering, third-party sponsorships, and payment systems across multiple campuses. This position aligns the SFS function with institutional goals for student access, retention, and success, while maintaining strict adherence to federal, state, and institutional regulations. This position provides expertise in system integrations, policy development, fiscal compliance, and strategic initiatives that impact the College's financial health and student experience.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Provides strategic direction and leadership for the College's student financial services operations across all campuses and centers, including the direction and management of billing, collections, refunds, cashiering, and accounts receivables activities in order to ensure compliance, efficiency, and fiscal integrity.

Supervises and evaluates assigned staff; provides mentorship and leadership to staff; prioritizes and assigns work; ensures that employees follow policies and procedures; completes annual performance reviews and semi-annual check-ins; conducts and manages hiring, training, and supervision of staff. Ensures that staff are trained, provides coaching, and facilitates professional development opportunities.

Ensures compliance and reconciliation of all student financial accounts by reviewing transactions for accuracy, investigating variances, and maintaining alignment with institutional and regulatory requirements.

Serves as a key collaborator and subject matter expert (SME) with Finance, Financial Aid, Information Technology (IT), Academic Operations, external auditors, to coordinate compliance, process improvements, and strategic initiatives.

Oversees the administration of third-party payment systems; digital storefronts; tuition payment plans; financial disbursement platforms; enterprise financial systems including PeopleSoft Campus Solutions (Student Financials) and Flywire; and related third-party systems, by evaluating integrations and recommending enhancements to improve efficiency and service delivery.

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Leads the development, implementation, and revision of institutional policies and procedures related to student financial accounts. Analyzes regulations, internal audit findings, and industry best practices to ensure compliance with federal, state, and institutional regulations.

Develops, tracks, and reports on departmental performance indicators and metrics by analyzing student account data and service outcomes in order to identify trends, drive departmental improvements, and support strategic planning.

Manages escalated student issues by interpreting complex financial regulations and institutional policies to ensure fair, accurate, and student-centered resolutions.

Coordinates annual and operational audits related to student financials. Prepares documentation, audit responses, and corrective actions and planning to support accountability and compliance for financial and operational audits.

Serves as subject matter expert and liaison with Finance, Financial Aid, Information Technology (IT), Academic Operations, external auditors, and other campus stakeholders on cross-functional initiatives such as academic calendar planning, registration holds, and scholarship distribution. Leads departmental participation in ERP steering committees, data governance, and institutional projects to represent the financial services perspective.

Performs leadership role for all Student Financial Services operations and accurately manages all financial assets supporting student finances, student financial aid, and scholarship needs.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the Associate Vice President for Administrative Services.

SUPERVISION EXERCISED

Supervision is exercised over assigned Student Financial Services personnel across campus and center locations.

MINIMUM QUALIFICATIONS

Bachelor's degree in finance, accounting, business administration, or a related field from a regionally accredited institution, and seven (7) years of accounting, finance, or related experience, and five (5) years of supervisory experience.

PREFERRED QUALIFICATIONS

Bachelor's degree in finance, accounting, business administration, or a related field from a regionally accredited institution, and seven (7) years of accounting, finance, or related experience, and five (5) years of supervisory experience. Experience with higher education student financials systems and/ regulatory compliance (e.g., PCI, FERPA, IRS).

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MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to analyze and synthesize data for strategic planning, audits, and compliance reporting.

Interpersonal Communication: Requires the ability to effectively communicate complex financial policies and processes across diverse audiences including students, senior leaders, auditors, and peers.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Requires the ability to manage budgets, analyze financial data, and understand institutional finance.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors/shades of color.

Interpersonal Temperament: Requires the ability to manage teams and multiple stakeholders in a high-volume, fast-paced environment, and to lead during times of change.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 11/18/25